

Physician-Related Services Key Contacts Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday–Friday		
Topic	Contact	Information Available
Claims (Medicaid)	Claims Processing Unit P.O. Box 8000 Helena, MT 59604 Phone: (800) 624-3958 In/out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • Send paper claims to this address. • Call for answers to claims questions.
CLIA Certification	Quality Assurance Division Certification Bureau DPHHS 2401 Colonial Drive P.O. Box 202953 Helena, MT 59620-2953 Phone: (406) 444-1451 In/out-of-state Fax: (406) 444-3456 In/out-of-state	<ul style="list-style-type: none"> • For questions regarding CLIA certification.
Client Eligibility	FaxBack (800) 714-0075 (24 hours) Automated Voice Response System (800) 714-0060 (24 hours) Montana Access to Health Web Portal http://mtaccesstohealth.acs-shc.com/mt/general/home.do Medifax EDI (800) 444-4336, X2072 (24 hours)	<ul style="list-style-type: none"> • For details, click the <i>Eligibility</i> link under the <i>Key Contacts</i> list on your web page, or consult your provider manual.
Lab and X-Ray	Lab and X-Ray Services Health Resources Division Managed Care Bureau DPHHS P.O. Box 202951 Helena, MT 59620-2951	<ul style="list-style-type: none"> • Send claims for multiple x-rays of same type on same day to this address. • See also Public Health Lab below.
Passport Client Information	Passport to Health P.O. Box 254 Helena, MT 59624-0254 Medicaid/HMKPlus Client Help Line Phone: (800) 362-8312 In/out-of-state	<ul style="list-style-type: none"> • Clients who have general Medicaid questions may call the Client Help Line.
Policy Questions	Connie Olson Medicaid Services Bureau 1400 Broadway P.O. Box 202951 Helena, MT 59620-2951 Phone: (406) 444-3995 In/out-of-state Fax: (406) 444-1861 E-mail: colson2@mt.gov	<ul style="list-style-type: none"> • See also <i>Policy Information</i> in <i>Key Contacts</i>.

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Prior Authorization – Mountain-Pacific Quality Health	Mountain-Pacific Quality Health 3404 Cooney Drive Helena, MT 59602 Phone: (800) 292-7114 Transportation only (800) 262-1545 X150 In-state (406) 443-4020 X150 Out-of-state/Helena DME med surg (406) 457-5887 (877) 443-4021 X5887 Fax: (800) 497-8235 In-state (406) 443-4385 Out-of-state/Helena DME med surg (877) 443-2580	<ul style="list-style-type: none"> • Prior authorization for out-of-state hospital services, all transplant services, transportation (commercial and scheduled ambulance) and private duty nursing services. • Prior authorization for cosmetic services and durable medical equipment (DME). • See also <i>Prior Authorization in Key Contacts</i> for prior authorization on specific services.
Prior Authorization – Provider Relations	Provider Relations P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In/out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • Prior authorization is required for dispensing and fitting of contact lenses.
Provider Enrollment	Provider Enrollment Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In/out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • To enroll as a Montana Medicaid provider.
Provider Relations	Provider Relations Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In/out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • For questions about claims, EDI, eligibility, payments, and denials, or to request billing instructions, call or write. • Billing instructions, manuals, forms, and fee schedules are also available on the Provider Information website.
Public Health Lab	DP)HHS Public Health Lab 1400 Broadway P.O. Box 6489 Helena, MT 59620 Phone: (800) 821-7284 In-state (406) 444-3444 Out-of-state/Helena	<ul style="list-style-type: none"> • Assistance to Public Health Labs.
Third Party Liability	Third Party Liability Unit P.O. Box 5838 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> • For answers to questions about private insurance, Medicare or other third party liability.